

## EMERGENCY PREPAREDNESS

J. D. Perkins Elementary School on Route 10 is the Town's designated shelter.

In the event of an emergency, the shelter will be opened when there is a need for it. While the designated emergency shelter is the school, there could be certain circumstances where the location may have to be changed; **therefore you should not proceed to the shelter without having first received information that it is open and confirmation of its location.** Communication to the public can be hard at the beginning of an emergency, but every effort will be made to put the information out on the Town website on the urgent news banner, local radio and TV stations and in the Keene Sentinel. During a sustained emergency, daily updates will be posted on the notice board situated on the Town Office porch. If you need shelter, whether it is for the night or just to use it during the day, as a warming center and you have not heard that it is open you should initially call the Town Office 446-2245, which, all going well, would be the Emergency Operations Center. If no one is there, you can try the Fire Station 446-7511 and the school 446-3307. If no response is received then you should call 9-1-1. You would also call these numbers if you have been informed that the shelter is open but you need assistance in getting to the shelter.

In the event of evacuating to the shelter, families should prepare to take care of themselves without help for three days. The following is a list of suggested supplies.

- ✓ Sleeping bags or inflatable mattresses, bedding and pillows. While we aim to have limited supplies, you and your family will be much more comfortable with your own supplies. Pillows will not be provided.
- ✓ Board games for entertainment
- ✓ Special items for infants
- ✓ Personal hygiene items
- ✓ Prescription medications
- ✓ Non-perishable canned or packaged food and drinks as it may take a day or more to set up a regular meal schedule at a shelter.
- ✓ Reading and writing materials
- ✓ Battery powered flashlight in case of power loss
- ✓ Glasses, contact lens case and solution
- ✓ Special items for elderly or disabled family members
- ✓ Credit cards and cash
- ✓ Change of clothes

Marlow has a Citizen Corps and is always looking for volunteers. If you are interested in becoming a volunteer, please contact Jacqui Fay at the Town Office 446-2245. In 2012, we initiated efforts to re-establish the Marlow Citizen's Corps Community Emergency Response Team (CERT) which is a branch of the Citizen Corps. This program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

Primary objectives are to:

1. Assist Town personnel in traffic control during both planned and emergency events.
2. Assist Town emergency personnel as directed in times of emergency.
3. Coordinate/provide education and training to the community in various areas of emergency preparedness.
4. Maintain our designated emergency shelter and function as a point of food, water and medical distribution.
5. Set-up and maintain a warming/cooling center as deemed necessary.
6. Perform local neighborhood damage assessments pursuant to a disaster.
7. Conduct neighborhood watches; especially for the elderly and disabled.



## MARLOW FIRE DEPARTMENT REPORT

Marlow Fire Department made 35 responses during 2012:

Mutual aid to other towns	6
Downed trees/wires	1
Illegal or non-permit burn	4
Smoke detector/fire alarm/false alarm	6
Motor vehicle accident	4
Cover other fire departments	4
Set up landing zone for helicopter	1
Assist lifting subject	2
Remove cat from tree	1
Telephone pole fire	1
Chimney fire	2
Odor investigation	1
Assist other agencies	1
Assist ambulance	1

2012 was a difficult year for us. There was a total failure of the pump on Engine One early in the summer. The repair was \$9,000.00. However, by doing without some other items, we were able to finish 2012 within our original budget.

As always, we wish to thank everyone for their help and support. Also, thanks to Tony Davis, Ken Avery and all the folks at the Town Office. Thanks to our Mutual Aid neighbors without whom our job would be impossible.

Respectfully submitted,

Thomas F. Foote – Fire Chief  
603-355-0379



## FOREST FIRE WARDEN REPORT

There were no wild land fires in Marlow in 2012. Marlow did go mutual aid to Stoddard twice to assist with wild land fire.

Again, two of our members went with the state team. They went once to Quebec, Canada then to Northern California and to Oregon. That is a lot of valuable experience to bring back to New Hampshire.

This year we had several illegal burns causing written warnings to be issued. I must remind everyone to call before any outside burning. Remember the land owner is responsible for all damages and all suppression costs.

Respectfully submitted,

Thomas F. Foote  
Forest Fire Warden  
603-355-0379



*Found on a snowmobile trail between Baine and Mack Mtn Road, it is one of the few trees to survive the big fire*



## Report of Forest Fire Warden and State Forest Ranger

Your local Forest Fire Warden, Fire Department, and the State of New Hampshire Division of Forests & Lands, work collaboratively to reduce the risk and frequency of wildland fires in New Hampshire. To help us assist you, please contact your local Forest Fire Warden or Fire Department to determine if a permit is required before doing ANY outside burning. Under State law (RSA 227-L:17) a fire permit is required for all outside burning, unless the ground is completely covered with snow. The New Hampshire Department of Environmental Services also prohibits the open burning of household waste. Citizens are encouraged to contact the local fire department or DES at 603-271-1370 or [www.des.state.nh.us](http://www.des.state.nh.us) for more information. Safe open burning requires diligence and responsibility. Help us to protect New Hampshire's forest resources. For more information please contact the Division of Forests & Lands at (603) 271-2214, or online at [www.nhdf.org](http://www.nhdf.org).

Due to a record warm winter and little snow, our first fire occurred on February 4<sup>th</sup> with several more early fires to follow. Normally a large percentage of the warm windy days with low humidity occur when the ground is saturated from a long snow covered winter. By the time the surface fuels and ground dry out enough to burn, we only have a few weeks until "green up". This year however we had an extended period of these favorable spring fire conditions. Our largest fire in the state was 86 acres. The average size fire was .6 acres. Extensive summer rains kept total acreage burned to near normal levels

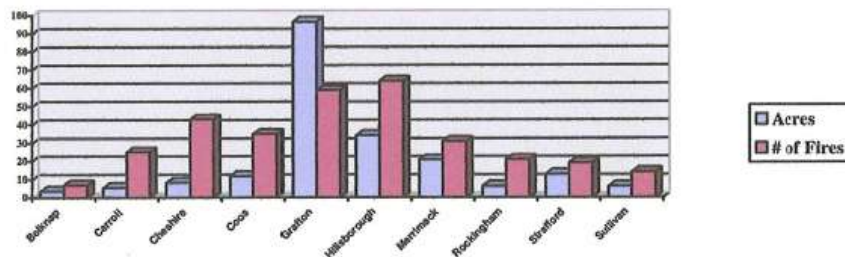
As has been the case over the last few years, state budget constraints have limited the staffing of our statewide system of 16 fire lookout towers to Class III or higher fire danger days. Despite the reduction in the number of days staffed, our fire lookouts are credited with keeping most fires small and saving several structures due to their quick and accurate spotting capabilities. The towers fire spotting was supplemented by the NH Civil Air Patrol when the fire danger was especially high. Several of the fires during the 2012 season threatened structures, a constant reminder that forest fires burn more than just trees. Please help Smokey Bear, your local fire department, and the state's Forest Rangers by being fire wise and fire safe!

### 2012 FIRE STATISTICS

(All fires reported as of October 2012)

(Figures do not include fires under the jurisdiction of the White Mountain National Forest)

COUNTY STATISTICS		
County	Acres	# of Fires
Belknap	3.6	7
Carroll	5.5	25
Cheshire	8.3	43
Coos	11.8	35
Grafton	96.5	59
Hillsborough	34.2	64
Merrimack	20.8	31
Rockingham	6.4	21
Strafford	12.9	19
Sullivan	6	14



### CAUSES OF FIRES REPORTED

		Total	Fires	Total Acres
Arson	14	2012	318	206
Debris	105	2011	125	42
Campfire	14	2010	360	145
Children	15	2009	334	173
Smoking	17	2008	455	175
Railroad	0			
Equipment	6			
Lightning	7			
Misc.*	140 (*Misc.: power lines, fireworks, electric fences, etc.)			

ONLY YOU CAN PREVENT WILDLAND FIRE

# MARLOW AMBULANCE

We would like to take this time and send out a thank you to all our supporters.

Also, thank you to the towns of Gilsum and Lempster for their help in keeping this ambulance going with personnel.

We have had a very busy year, our calls ranged from motor vehicle accidents to injured people.

At this time, we still have a shortage of people during the weekday, which is why we still have Diluzio Ambulance coming to our town.

If anyone is interested in joining, please feel free to reach any of our team and ask about joining.

Here are the calls per town:

Marlow : 26 Transports and 17 non-transports

Gilsum 27 transports and 16 non-transports

Lempster 44 transports and 27 non-transports

Stoddard 3 transports and 1 non-transport

Acworth 0 transports and 1 non-transport

For a total of 162 calls from January to December

Loretta E. Loring

Marlow Ambulance Captain



## MARLOW HIGHWAY DEPARTMENT

The spring thaw of 2012 had a large impact on our residents. The higher than normal temperatures created a rapid thaw resulting in extreme difficulty commuting. A traffic study was completed and Marlow Hill Road was shown to be the most impacted. In our efforts to apply for a Federal Grant for road rehabilitation assistance, we needed to conduct a soil analysis and have an engineering study conducted. Once that was completed, it was determined we needed \$209,350.50 to construct Marlow Hill Road to proper standards. The grant application was submitted to the state in July, 2012 and is currently being reviewed. We anticipate that a decision will be made sometime this spring.

If the grant is approved, the project could be completed within a year of being awarded as we will be able to afford outside contractors. If we do not receive the grant, the project would have to be completed in house and would take multiple years to complete with our limited resources.

In 2012, we purchased two used vehicles to add to our fleet. The first vehicle is a 2000 International Dump Truck which is our front running piece of equipment for all seasons for the cost of \$8,300.00. We are very excited as this is the newest model year truck in our fleet. The second truck is a 1991 International Bucket Truck. This allows us to do tree trimming and removal efficiently and safely. The cost for this vehicle was \$6,500.00. These two vehicles were paid from the Heavy Highway Equipment Capital Reserve Fund.

Charles Elliott, a longtime employee of the Town of Marlow resigned at the conclusion of this year. We would like to thank him for his many years of service and we wish him all the best in his future endeavors.

Thank you for your support.

Tony Davis  
446-3926



## PLANNING BOARD REPORT

The planning board is responsible for the orderly growth, development and expansion of the town and its infrastructure as changing times and a growing population may dictate and require. Planning and zoning regulations and a periodically updated town master plan are the tools utilized to accomplish this mission. While the regulations are voted upon and approved by town vote, the master plan is simply a guide setting forth the direction the townspeople have indicated the town should be heading. In 2012 a specific committee of townspeople was formed whose sole purpose has been to gather the necessary information required to update our master plan to express that intent and direction at this point in time. Utilizing scoping meetings and a detailed questionnaire based upon input gathered at those meetings the committee will shortly be presenting a finished, printed public document of its findings. This committee's report detailing its efforts and findings appears elsewhere in this town report.

It now falls upon the planning board to review those findings, consider their relevance in terms of positive growth potential and determine which ideas need to be pursued through regulation modification and which will occur eventually on their own.

While current national economic indicators do not presently appear to be particularly promising, should this trend improve, the real estate and building market is poised to rise. Marlow must be prepared to accommodate some level of growth. While it is unrealistic to anticipate a work force predominately sustained in town, we never the less must encourage some commercial growth and development. For the past two years Marlow has been without a convenience store and gas station. This has not occurred in nearly a century and nobody seems pleased. Marlow is justifiably proud of its picturesque village center. Perhaps this is not the area in which to encourage commercial ventures. But if such growth should occur it must locate in some convenient proximity to the center without detracting from it.

Marlow should not be almost exclusively a bedroom community. Youth leaves and the remaining population ages. We can accept that probably nobody locating in town is going to get rich relying on the local retail market. But if we are to survive as a community we must be prepared to encourage ordered growth both, commercial and residential. The 2013 town meeting warrant contains one such idea in the form of a proposal to offer tax incentives to startup ventures. This is a bold approach and we urge the voters to attend and voice their opinions.

The planning board encourages all interested parties to acquaint themselves with the findings and conclusions presented in the master plan. We meet monthly and are available to discuss all ideas and proposals.

Joseph N. Feuer, Chair  
Marlow Planning Board



## MASTER PLAN UPDATE

A small group of volunteers is working to write an updated Master Plan for Marlow. This is a process that must be done every ten years in each New Hampshire town. The Master Plan presents statistical information on changes that have occurred in town over the past decade, as well as information on the direction for growth that the residents seem to desire. To that end, the committee has held two open forum meetings in the fall, one at the Odd Fellows Lodge on the afternoon of October 28<sup>th</sup> and at the Perkins School on the evening of November 8th. Those meetings generated a lengthy list of ideas on the sorts of growth that residents would like to see, and qualities of Marlow they would like preserved. We took this list and wrote a survey which was mailed out with tax bills. The survey has been completed, and we are endeavoring to write a Plan that carefully reflects what you, the people, have said. The Plan will be completed and submitted to the Planning Board by the end of February, and we hope that it will be available in a finished form close to the date of the Town Meeting. Thank you to all who completed the survey, and to those who are working hard to complete the new Master Plan: Linda McCracken, Shawn Brodeur-Stevens, and Tom Willey.

Joanne Thomas



*From Jackson Hill*

## MARLOW TRANSFER STATION AND RECYCLING CENTER

We are pleased to report that another fiscally successful year has been concluded at our facility. Thanks to the positive efforts of Mr. Davis and our dedicated staff we have again finished the year with a funding surplus and a substantial savings to the town. After three years in the black and the opportunity to further reduce our appropriation for this line item, we are definitely convinced that total in-house management of our solid waste stream is the most advantageous to the town.

In our ongoing effort to improve the service while keeping in compliance with state mandates, there are a few items to bring to everyone's attention.

As we are all aware the country is in the process of slowly phasing out the incandescent light bulbs we have used and enjoyed all of our lives in favor of "pig tail" bulbs which are supposed to provide superior service with less energy consumption. While some may argue the advantages of this innovation, the "pig tails" seem here to stay. Each year as more of them become available, conventional bulbs will cease to be produced. Please be aware that "pig tails" contain mercury. As such they must be considered hazardous waste and should not be introduced into the general waste stream. Please do not toss them into your household garbage or throw them into the compactor as you do with traditional bulbs. Although they are supposed to have a much longer useful life they do burn out eventually and then must be disposed of properly. The Keene recycling facility on Route 12 is prepared to accept them. Until another viable disposal alternative becomes available, please retain spent ones safely for disposal at that facility. As Marlow frequently contracts with Keene for their advertised hazardous waste collection dates, dead "pig tails" may then be disposed of with other household hazardous items at no cost to the individual. Should you prefer to dispose of them sooner please be aware that certain hardware stores, such as Home Depot, currently accept them free of charge whether you purchase replacements or not. Please talk to our attendants regarding other available options.

While our facility always attempts to adhere to set days and hours of operation that everyone can depend on, we must all be aware that at times this schedule may sometimes be difficult to keep under certain circumstances. Severe winter weather may occasionally necessitate delays and cancellations of this service. If the conditions are such that travel is ill advised, please stay home. We don't want the attendant on the road, either. Also, certain major holidays occasionally fall on Saturday or Wednesday. While you have every right to expect the facility to be open, many people prefer to spend the holiday at home with their families. We like to give the attendant that option too. Before such major holiday, please be advised that the station will be open on the following day.

During the brush cutting season we have tried to adhere to a posted schedule of brush disposal. This year we are now going to offer this service by request. This would eliminate the need to have someone present at the brush pit needlessly. Should you require this disposal opportunity, please contact the town office well in advance so that arrangements can be made.

And last, please remember the alternative recycling program that gives back to the community, Cans for Kids. A receptacle is always available on the recycling platform for this purpose. Marlow thanks Wendy and Freeman Durant for their enduring interest in this worthwhile project.

Thank you for your cooperation with the town's efforts in this service.

David Brown  
Burl Brown  
David Robar  
Tony Davis  
Joseph Feuer, Supervisor  
Marlow Transfer Station



## MARLOW ACTIVITY SUMMARY REPORT 2012

Scrap Metal	30,900Lbs	15.45 Net Tons	\$2,505.18	Revenue
Comingle-w/glass	51,180Lbs.	25.59 Net Tons	\$383.85	Expense
Fibers-Mixed Loose	54,960Lbs.	27.48 Net Tons	\$190.34	Revenue
Fibers-OCC Loose	19,860Lbs.	9.93 Net Tons	\$403.96	Revenue
Comingle-w/o glass	18,320Lbs.	9.16 Gross Tons	\$137.40	Expense
<b>GRAND TOTALS</b>	<b>175,220Lbs.</b>	<b>87.61 Net Tons</b>	<b>\$2578.23</b>	<b>Net Revenue</b>



In Fiscal Year 2011/2012 NRRA assisted its Members in recycling over 78,890 Tons!

Please contact NRRA at 800-223-0150 / 603-736-4401 or visit our website at [www.nrra.net](http://www.nrra.net)



*"Partnering to make recycling strong through economic and environmentally sound solutions"*

Northeast Resource Recovery Association, 2101 Dover Road, Epsom, NH 03234  
Telephone: (603) 736-4401 or 1-800-223-0150 Fax: (603) 736-4402  
E-mail: [info@nrna.net](mailto:info@nrna.net) Web Site: [www.nrra.net](http://www.nrra.net)

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## **Town of Marlow, NH**

**Congratulations for being such active recyclers!**

**Below please find information on the positive impact this recycling has had on your environment.**

**The recyclable materials listed below were sent to market to be remanufactured into new products through your non-profit recycling organization, the Northeast Resource Recovery Association.**

<b>Recyclable Material</b>	<b>Amount Recycled In 2012</b>	<b>Environmental Impact!</b> Here is <u>only one</u> benefit of using this recycled material rather than natural resources (raw materials) to manufacture new products.
<b>Paper</b>	<b>37.41 tons</b>	<b>Saved 636 trees!</b>



## **JOINT LOSS MANAGEMENT COMMITTEE**

Marlow has now had an active Joint Loss Management Committee in place for several years. While many citizens may not be as aware of this committee's existence as they are of some of the other more publicized town committees, never the less the JLMC serves a very important function. Its formation and duties are mandated by state law.

The JLMC's primary responsibility is to minimize the likelihood of injuries or accidents involving town employees or equipment. Comprised of department supervisors, the committee members are always on the lookout for potential hazards or unsafe conditions in their respective work stations. Through inspections, awareness, and attention to detail, the committee members learn to recognize employee work habits or workplace situations or procedures which, if not removed, repaired, or eliminated, pose possible physical risks to our employees and/or damage to property and equipment and, by extension, to the general public. In the event of an accident, injury or incident, the attending circumstances and actions taken are critically and thoroughly reviewed by the committee to hopefully prevent reoccurrence.

The committee's attention is not limited to town employee work environments, but extends to all public buildings and environs where unsafe conditions might exist which could pose a health or safety risk to anyone. The committee is acutely aware that in such scenarios the town could be considered legally liable. In today's litigious society, injury or loss of any sort involving a municipality represents the greatest window of litigation and possible disastrous financial risk to the municipality regardless of outcome. Consequently, an active JLMC plays a critical role not only in helping to avoid bad situations, but also by its very existence, in obtaining favorable liability insurance rates for the town.

This past year the town was fortunate in not experiencing any work related accidents.

Tony Davis, Chairman  
Thomas Fuschetto, Selectman  
Jacqui Fay, Executive Administrator  
Joseph Feuer, Transfer Station



## HEALTH OFFICER'S REPORT

**Contact:** Jane Vincello, R.N. M.Ed.  
Health Officer – 3 year appointment by State of N.H.  
**Address:** Marlow Town Office  
167 NH Rte 123  
Marlow, NH 03456  
**Hours:** By Appointment  
**Telephone:** 446-2245 (Town Office) or 446-5273(Home)  
**Email:** MarlowTownOffice@myfairpoint.net (Town Office)

The Health Officer enforces the New Hampshire public health rules and laws, as well as local town ordinances and regulations. Their role is to serve as a liaison between state officials and the local community for public health issues in the Town of Marlow.

### **Responsibilities:**

- Inspections, according to state guidelines: potential daycare and foster homes; schools; problematic septic systems; rental housing—meets minimum standards.
- Investigate health related complaints.
- Provide public health information.
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### **Community Health Concern:**

Public health laws are made to protect people's health and welfare. People and pets often live together. To prevent the spread of rabies from a sick animal, New Hampshire law requires that every dog, cat, or ferret aged 3 months or older shall be vaccinated for rabies.

**Cats:** Rabies vaccination is required. License is not required. Unfortunately, all cats (not just strays) in a neighborhood that may have been exposed may have to be euthanized if their owners cannot provide proof of vaccination. Or the owner's only other choice would be for the owner to pay for quarantine of each cat. Protect your neighbor by being a responsible pet owner: spay/neuter your cat and keep it healthy with a rabies vaccination.

**Dogs:** Proof of vaccination is required in order to get a required dog license on or before April 30. See the Town Clerk.

**2012 Activities:** This year some local citizens expressed concern about some "nuisance" issues. Piles of trash, debris, old cars and parts, old tanks, etc. can pose a public health problem by their exposure to the elements for vermin and mosquito-breeding pools to develop. **For these health reasons and being an unsightly property, please clean-up your property for your sake and your neighbors.** Once a complaint is made, information is gathered and shared with the Selectmen. A course of action is determined based upon certain laws and procedures regarding nuisance issues.

As a member of the New Hampshire Health Officers' Association, I often attend the annual, free Fall or Spring Conference to learn about current public health issues.

If a resident of Marlow has any health related concerns, please call the Town Office and leave your name and phone number. I will call you and document your concern, share it with the Selectmen (the Marlow Board of Health) and inform you what can or cannot be done about your complaint or concern.

***Jane Vincello, R.N., M.Ed Health Officer***

# **GREATER MONADNOCK PUBLIC HEALTH NETWORK**

## **A YEAR IN REVIEW**

2012 was a very busy and successful year full of changes for the Greater Monadnock Public Health Network (GMPHN). The following are some highlights of the past year.

In May a new Public Health/Emergency Preparedness Coordinator, Tricia Wadleigh, started with the GMPHN. She has her degree in Public Health and comes to the network with experience working in Epidemiology and Emergency Preparedness and Response with the Centers for Disease Control and Prevention. She can be contacted at 603-354-5454 ex.3030 or [twadleigh@cheshire-med.com](mailto:twadleigh@cheshire-med.com).

The GMPHN now has 21 Closed Points of Dispensing (PODs). These are organizations like nursing homes and long-term care facilities that are now able to dispense emergency medications to their own population if there was a public health emergency instead of having to transport their population to an open POD. The GMPHN is excited to continue to work with community partners to make the Monadnock Region an even more resilient place to live.

The GMPHN is also continuing to improve our Public Information and Warning Plan. Our Facebook page (<http://www.facebook.com/GreaterMonadnockPublicHealthNetwork>) continues to reach more people each month. Please feel free to log on to Facebook on your personal or organization account and “like” the Greater Monadnock Public Health Network Facebook page. We post public health information on a regular basis as well as critical information during an emergency. We also have a Greater Monadnock Medical Reserve Corps (GMMRC) Facebook page as well. Go to [www.facebook.com](http://www.facebook.com) and search for Greater Monadnock Medical Reserve Corps.

The GMMRC now has over 100 registered members! Go to <http://www.gmmrc.org/> to learn more about the Medical Reserve Corps in the Monadnock Region. We are always looking for more members who are interested in volunteering throughout their community. You do not have to have a medical background to become a member. You can also reach the co-directors, Tricia Wadleigh and Eileen Fernandes at [gmmrc1@gmail.com](mailto:gmmrc1@gmail.com) for more information.

The GMPHN is grateful to all the volunteers and emergency services and social services personnel in the community who work each and every day to make the Monadnock region safer and better prepared. We look forward to a successful 2013!

## WELFARE

The following are some of the many resources in the area that are available to you.

### New Hampshire 2-1-1

2-1-1 is the number to dial for information about health and human services and organizations in your community. Their website is [www.211nh.org](http://www.211nh.org)

### Dental Care – Children

Cheshire Smiles offers dental screenings and education to all children (preschool to grade 3) and offers preventative care and referrals to dental offices for those without routine dental care.

Their phone number is 354-5494 and their website is

[www.cheshire-med.com/programs/chi/smiles.html](http://www.cheshire-med.com/programs/chi/smiles.html)

### Medical Care – Children

New Hampshire Healthy Kids offers parents the opportunity to purchase health and dental insurance for their children at low cost. Their phone number is 1-877-464-2447 and their website is [www.healthykids.com](http://www.healthykids.com)

### Winter Heating Assistance

Having trouble paying for heat? These three programs can help:

- **Statewide Electrical Assistance Program (EAP)**  
Income qualified members of the NH Electric Co-op can receive discounts on their monthly electric bills ranging from 5-70% of their total bill. Apply through your Community Action Agency. (Keene 352-7512)
- **State Fuel Assistance Program (FAP)**  
Provides benefits to qualified New Hampshire households to assist with heating costs. Renters and homeowners are eligible. Apply through your Community Action Agency. (Keene 352-7512)
- **Project Care**  
Project Care is a charitable organization that provides payment assistance for NH Electric Co-op members in emergency situations. Applicants are eligible for Project Care emergency assistance only once in a 12 month period. Members should apply to the programs listed above before applying to Project Care. For program guidelines and more information, contact Member solutions at 1-800-698-2007.

### Home Healthcare Hospice and Community Services (HCS)

HCS provides comprehensive home health care and helping services to income eligible families. Telephone 352-2253 or 1-800-541-4145. Their website is [www.hcsservices.org](http://www.hcsservices.org)

### Family Resource Guide

Published annually by the Rotary Clubs of Keene, it gives information about help that is available for young children, their parents and families. Topics covered include help with housing, getting clothing, furniture and household items, getting to places, finding free legal and financial help, staying healthy and warm. Copies can be obtained from the Town Office.

### Facing Foreclosure

The State has set up a new website to help residents address potential mortgage problems. The website will help connect families with resources if they are concerned about losing their homes and includes contact information for housing counsellors and other options to help people try to avoid foreclosure. [www.HomeHelpNH.org](http://www.HomeHelpNH.org)

### Free Prescription Discount Cards

These cards are provided by Cheshire County and are available at the Town Office. Members call toll free 1-877-321-2652.

### Weatherization and Heating Assistance Programs

Stay Warm NH is a public/private partnership focused on expanding weatherization and heating assistance programs. The NH Office of Energy and Planning, NH Department of Health and Human Services and NH Charitable Foundation are coordinating this effort with the help of dozens of non-profit organizations and private businesses. Their website is

[www.StayWarmNH.org](http://www.StayWarmNH.org)

### Community Kitchen, Inc

The Community Kitchen serves hot meals Monday through Friday from 5-6:30pm and brunch on Sunday from 11 - 12:30pm. Take home boxes of food are available on Wednesdays from 12:30 – 5:30pm and Thursdays 11:20 - 4:00pm. Delivery can be arranged. The Community Kitchen is located at 37 Mechanic St, Keene. Their phone number is 357-3200 and their website is

[www.thecommunitykitchen.org](http://www.thecommunitykitchen.org)

### Friendly Meals

Marlow Friendly Meals are held at Odd Fellows the first Tuesday of the month. Coffee is at 11:30 and the meal is served at 12:00. Anyone 60+ is invited. Meals are free, with donations appreciated. This program is provided by Home Healthcare, Hospice and Community Services. Call Sharon Davis 446-7064 or Gerry Plotts 446-3490 with your reservation by noon on the Monday before. Rides can be provided.

### United Methodist Church Food Pantry

The United Methodist Church delivers food boxes the third Sunday of each month. If you are in need of a little help or know of someone else that does, please contact Shirley Plumb at 446 3310 or Marcia Levesque at 446 4383. Collection boxes for food donations can be found at the Town Office and Town Library.

### Telephone Bill Assistance

New Hampshire residents can receive help in paying for their telephone service under two assistance programs offered by FairPoint to low-income households; FairPoint Lifeline Service and the Link-Up program. **FairPoint Lifeline Service** offers customers a monthly discount on their telephone bill. Lifeline savings could amount to as much as \$8/month and almost \$100/year. Through the **Link-Up Program**, qualified customers receive a discount of 50% (up to \$30) off the cost of installing new service. Additionally, New Hampshire Lifeline customers receive a credit toward the federal subscriber line charge each month.

These assistance programs are available to low income customers. Your household will be eligible for the Lifeline and Link-Up programs if your household income is at or below 135% of the federal poverty income guidelines, or if you or a household member are enrolled in any of the following assistance programs:

Medicaid, Supplemental Security Income, Low income home energy assistance, Section 8 housing, Supplemental nutrition assistance (SNAP), National school lunch/free lunch program, Temporary Aid to Needy Families (TANF).

Lifeline customers can also request toll blocking, a service that prevents toll calls (such as long distance) from being made. Customers using this service can still use pre-paid calling cards or dial-around service to place long-distance calls from their homes.

For more information about Lifeline and Link-Up programs, please call your customer service representative toll free at 1-866-984-2001.

Joe Feuer is currently our Welfare Officer and can be reached on 446 7361.



# HOME HEALTHCARE, HOSPICE AND COMMUNITY SERVICES



## Home Healthcare, Hospice & Community Services Report to the Town of **MARLOW** 2012 Annual Report

In 2012, Home Healthcare, Hospice and Community Services (HCS) continued to provide home care and community services to the residents of Marlow. The following information represents HCS's activities in Marlow during the past twelve months.

### Service Report

Services Offered	Services Provided
Nursing .....	175 Visits
Physical Therapy .....	94 Visits
Occupational Therapy.....	48 Visits
Medical Social Work .....	25 Visits
Home Health Aide .....	16 Visits
Chronic Care .....	135 Hours
Health Promotion Clinics .....	3 Clinics

Total Unduplicated Residents Served with home care services: 28

Hospice services, geriatric care management and maternal and child health services are also available to residents. Town funding partially supports these services.

### Financial Report

The actual cost of all services provided in 2012 with all funding sources is \$66,098.00.

These services have been supported to the greatest extent possible by Medicare, Medicaid, other insurances, grants and patient fees. Services that were not covered by other funding have been supported by your town.

For 2013 we request an appropriation of \$747.00 to continue to be available for home care services in Marlow.

For information about services, residents may call (603) 352-2253 or 1-800-541-4145, or visit [www.HCSservices.org](http://www.HCSservices.org)

Thank you for your support of home care services.

# SOUTHWESTERN COMMUNITY SERVICES



Southwestern Community Services

Over 40 years of people helping people in Texas and 28 other countries

City / Town Report - 2012

**Marlow**

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* Direct Assistance to Residents:	\$75,203.64
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** Economic Impact:	\$188,009.10
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1.5% of Direct Assistance:	\$1,128.05
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***Total Number of Households Served:	77
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***Total Number of Residents Served:	154
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Average Benefit Per Household:	976.67
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Average Benefit per Resident:	488.34
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\* Property Taxes and Administrative Payroll are NOT included in the direct assistance or economic impact totals.

\*\* Economic Impact is calculated by multiplying the direct assistance by a factor of 2.5

\*\*\*Some Households receive benefits from more than one program and may therefore be duplicated. However, the amount shown as Direct Assistance to Residents is the actual expenditures to the residents of this town.

## City / Town Report - 2012

<b>Child Care / Education</b>		<b>\$0.00</b>
Head Start		\$0.00
<b>Nutrition / Health</b>		<b>\$13,387.20</b>
Breast Feeding Peer Counseling		\$1,338.72
Commodity Supplemental Food		\$3,346.80
Emergency Food Assistance		\$0.00
Women's, Infant, Children (WIC)		\$8,701.68
<b>Energy</b>		<b>\$31,725.44</b>
Case Management		\$50.00
Fuel assistance		\$21,731.44
Senior Energy Assistance		\$0.00
Electric Assistance Program		\$9,944.00
Weatherization		\$0.00
<b>Utility Programs</b>		<b>\$400.00</b>
Core		\$0.00
Neighbor Helping Neighbor		\$400.00
<b>Family Services</b>		<b>\$3,000.00</b>
Adult disadvantaged		\$0.00
Work Experience		\$0.00
Workplace success program		\$0.00
Adult Dislocated		\$3,000.00
Families at Work		\$0.00
<b>Homeless Services</b>		<b>\$13,914.00</b>
Emergency - Transitional Shelter (short term)		\$1,850.00
Permanent Housing Program		\$11,424.00
Long term Transitional Shelter		\$0.00
Shelter Plus Care		\$0.00
Homelessness Prevention		\$0.00
Housing Security Deposit Guarantee		\$0.00
HUD Homeless outreach		\$640.00
<b>New Hope New Horizons</b>		<b>\$12,777.00</b>
Day Services		\$12,777.00
Residential Services		\$0.00
Vocational Rehabilitation		\$0.00
<b>Senior Citizen's Programs</b>		<b>\$0.00</b>
Service Link		\$0.00
SHIP Health Insurance Counseling		\$0.00
NH Family CareGiver Program		\$0.00
MIPPA		\$0.00
SMP		\$0.00
Long Term Care Counseling		\$0.00
<b>Single Family Rehab</b>		<b>\$0.00</b>
Lead Paint Abatement		\$0.00
HCBC (Medicaid)		\$0.00
Housing Preservation Grants (RD)		\$0.00
<b>Affordable Housing</b>		
Affordable Housing Rental Projects Owned	Assessed Value:	\$0.00
Real Estate	Property Taxes Paid	\$0.00
<b>Other Properties</b>		
Commercial Properties	Assessed Value	\$0.00

**City / Town Report - 2012**

<b>Child Care / Education</b>		<b>\$0.00</b>
Head Start		\$0.00
Number of Households Enrolled	0	
Number of Children Enrolled	0	
Cost Per Child	\$10,630	
<b>Nutrition / Health</b>		<b>\$10,268.38</b>
Breast Feeding Peer Counseling		\$118.90
Number of Consumers Enrolled	2	
Value of Monthly Food Package	\$59.45	
Commodity Supplemental Food		\$2,656.80
Number of Elderly Individuals Enrolled	5	
Value of Monthly Food Package	\$44.28	
Emergency Food Assistance		\$0.00
Number of Food Pantries	0	
Number of Soup Kitchens	0	
Number of homeless Shelters	0	
Number of Charitable Organizations	0	
Women's, Infant, Children (WIC)		\$7,492.68
Number of Households Enrolled	9	
Number of Consumers Enrolled	13	
Number of Women Enrolled	3	
Number of Children Enrolled	10	
Monthly cost of Women's food Package	\$48.03	
Monthly cost of Children's food Package	\$48.03	

## City / Town Report - 2012

<b>Energy</b>		<b>\$31,725.44</b>
Case Management		\$50.00
Number of Households Enrolled	2	
Number of Consumers Enrolled	5	
Number of Elderly	4	
Value of service	\$25.00	
Fuel assistance		\$21,731.44
Number of Households Enrolled	29	
Number of Consumers Enrolled	68	
Number of Households Applied	37	
Number of Elderly Households Enrolled	9	
Number of elderly Enrolled	18	
Average household Benefit	\$749.36	
Senior Energy Assistance		\$0.00
Number of Households Enrolled	0	
Annual Benefit	\$0.00	
Electric Assistance Program		\$9,944.00
Number of Households Served	22	
Number of Consumers Served	46	
Annual Benefit	9,944	
Weatherization		\$0.00
Number of Households Served	0	
Number of Consumers Served	0	
Rehabilitation Value	\$0.00	
<b>Utility Programs</b>		<b>\$400.00</b>
Core		\$0.00
Number of Households Served	0	
Number of Consumers Served	0	
Rehabilitation Value	\$0.00	
Neighbor Helping Neighbor		\$400.00
Number of Households Enrolled	2	
Number of Consumers Enrolled	5	
Average Benefit	\$200.00	
<b>Family Services</b>		<b>\$3,000.00</b>
Adult disadvantaged		\$0.00
Number of Households Enrolled	0	
Number of Consumers Enrolled	0	
Direct Service Amount	\$0.00	
Work Experience		\$0.00
Number of Consumers Enrolled	0	
Direct Service Amount	\$0.00	
Workplace success program		\$0.00
Number of Consumers Enrolled	0	
Direct Service Amount	\$0.00	
Adult Dislocated		\$3,000.00
Number of Households Enrolled	2	
Number of Consumers Enrolled	2	
Direct Service Amount	\$3,000.00	
Families at Work		\$0.00
Number of employed person who increased wages	0	
Dollars spent	\$0.00	



## City / Town Report - 2012

<b>Homeless Services</b>		<b>\$13,914.00</b>
Emergency - Transitional Shelter (short term)		\$1,850.00
Number of Households enrolled	1	
Number of Consumers enrolled	1	
Number of Bed Nights	66	
Value of Bed Nights	\$1,650.00	
Number of Case Management Hours	5	
Value of Case Management hours	\$200.00	
Permanent Housing Program		\$11,424.00
Number of Households enrolled	1	
Number of Consumers enrolled	1	
Number of months households enrolled (Combined)	12	
Total Benefit to households	\$11,424.00	
Long term Transitional Shelter		\$0.00
Number of Households enrolled	0	
Number of Consumers enrolled	0	
Number of months households enrolled	0	
Total Benefits	\$0.00	
Shelter Plus Care		\$0.00
	0	
Number of Consumers enrolled	0	
Number of months households enrolled	0	
Monthly FMR	\$0.00	
Homelessness Prevention		\$0.00
Number of Households enrolled	0	
Number of Consumers enrolled	0	
Value to Consumers	\$0.00	
Housing Security Deposit Guarantee		\$0.00
Number of Households enrolled	0	
Number of Consumers enrolled	0	
Value to Consumers	\$0.00	
HUD Homeless outreach		\$640.00
Number of Households enrolled	1	
Number of Consumers enrolled	5	
Number of Case Management Hours	16	
Value of Case Management hours	\$640.00	
<b>New Hope New Horizons</b>		<b>\$12,777.00</b>
Day Services		\$12,777.00
Number of Consumers Enrolled	1	
Value of Service	\$12,777.00	
Residential Services		\$0.00
Number of Consumers Enrolled	0	
Value of Service	\$0.00	
Vocational Rehabilitation		\$0.00
Number of Consumers Enrolled	0	
Value of Service	\$0.00	

## City / Town Report - 2012

<b>Senior Citizen's Programs</b>			<b>\$0.00</b>
Service Link			\$0.00
Number of Households Enrolled	0		
Number of Consumers Enrolled	0		
Direct Service Amount	\$0.00		
SHIP Health Insurance Counseling			\$0.00
Number of Households Enrolled	0		
Number of Consumers Enrolled	0		
Amount of Dollars Counseling Saved	\$36.46	\$0.00	
NH Family CareGiver Proram			\$0.00
Number of Households Enrolled	0		
Number of Consumers Enrolled	0		
Value of Service	\$280.30	\$0.00	
MIPPA			\$0.00
Number of Households Enrolled	0		
Number of Consumers Enrolled	0		
Value of Service	\$ 9.43	\$0.00	
SMP			\$0.00
Number of Households Enrolled	0		
Number of Consumers Enrolled	0		
Value of Service	\$ 51.56	\$0.00	
Long Term Care Counseling			\$0.00
Number of Households Enrolled	0		
Number of Consumers Enrolled	0		
Value of Service	\$36.25	\$0.00	
<b>Single Family Rehab</b>			<b>\$0.00</b>
Lead Paint Abatement			\$0.00
Number of Households Served	0		
Number of Residents Served	0		
Rehabilitation Value	\$0.00		
HCBC (Medicaid)			\$0.00
Number of Households Served	0		
Number of Residents Served	0		
Rehabilitation Value	\$0.00		
Housing Preservation Grants (RD)			\$0.00
Number of Households Served	0		
Number of Residents Served	0		
Rehabilitation Value	\$0.00		
<b>Affordable Housing</b>			
Affordable Housing Rental Projects Owned			
Number of Units / Households	0		
Number of Consumers	0		
Assessed Value	\$0.00		
Real Estate			
Property Taxes Paid	0		
<b>Other Properties</b>			
Commercial Properties			
Assessed Value	0		

**Monadnock Family Services  
Annual Report to the Towns  
For the year ended June 30th, 2012**

Number of clients treated:	28
Children:	15
Adults:	13
Seniors:	0
Total # of appointments provided for the above residents:	1,581
Percentage of payments received for services:	64.09%
Discounts based on a residents ability to pay and other discounts:	\$65,727.93
In addition to the above discounts current outstanding and uncollectible resident balances:	(\$80,430.02)

# COMMUNITY KITCHEN



## The Community Kitchen, Inc.

35-37 Mechanic Street • P.O. Box 1315  
Keene, NH 03431 • (603) 352-3200 • fax (603) 355-0179  
www.thecommunitykitchen.org  
FIN 22.2473346

Partner Member of the Coalition for NH Food Pantries



September, 2012

Office of the Selectmen  
Town of Marlow  
Forest Road, PO Box 184  
Marlow, NH 03451

Dear Selectmen:

I am writing to request that The Community Kitchen, Inc. (TCK) be placed either on your 2013 Town Meeting warrant or in your town budget, for an operating budget request in the amount of \$1,500.00.

In setting our request amount, we try to balance the amount of use the individual town has made of The Kitchen in the last year with the town's ability to pay. Between January 1, 2012 and August 31, 2012, The Community Kitchen distributed 101 boxes of food containing 1,908 meals, to residents of Marlow, for a total cost to The Community Kitchen of \$1,888.92. Based on these numbers, we have projected distribution totals for the year of 2,862 meals to residents of Marlow for a total cost to The Community Kitchen of \$2,833.38.

Included in the pages attached, is information about our distribution to residents of Marlow, (including how many of the people served were under age 19 or over age 59.) The average cost per meal to The Community Kitchen is \$0.99 which covers all of our costs - including salary, property and liability insurance, vehicle operation and maintenance, utilities and food purchases. Not included in the \$0.99 is the actual value of the donated food as well as the hundreds of hours of volunteer time and other in-kind donations we receive. As you can see, in terms of value received, the \$1,500.00 we are requesting is far less than what the actual cost would be.

An average of 550 families come to the Pantry for food assistance every week. We ask for written proof of names, ages, addresses and income for each member of every household. A typical weeks' box would contain yogurt, bagels, bread, pasta, sauce, meat, fresh fruits and vegetables, soup, dessert items and personal care products. Approximately 70% of the items we distribute are donated from local wholesalers, retailers and restaurants. We purchase the remaining 30% from sources such as the NH Food Bank in Manchester and from local supermarkets who are generous in their pricing towards us. Under a new Director since the first of the year, we have made a determined and concerted effort to purchase more economically and have cut costs wherever possible.

The Hot Meal program serves meals Monday through Friday, from 5:00 - 6:30 pm and a light lunch on Sunday's from 12:00-1:30 at our building on Mechanic St., Keene. Although we serve dinner to residents of most Cheshire County towns, we are not requesting reimbursement for those meals.

If you are interested, I would be happy to set up a time for a meeting or phone conversation with you in order to answer any further questions you may have. Please let me know when that might be convenient. Thank you for your time and consideration.

Sincerely,

Phoebe Bray  
Executive Director

**REQUEST FOR FUNDING PROPOSAL**  
**TO THE**  
**TOWN OF MARLOW, NEW HAMPSHIRE**

**AGENCY NAME:** The Community Kitchen, Inc.

**DATE:** September 26, 2012

**1. Briefly describe the role of the agency:**

The Community Kitchen, Inc., is a not-for-profit, direct service agency which provides hot meals, take home boxes containing food and personal care items, information and advocacy to low and moderate income men, women and families with children in the Cheshire County, NH area. Since its founding in 1983, the Kitchen has served and/or distributed over 13 million meals to people in need.

**2. Identify the services that Town funding will provide:**

Our Pantry Program distributes take home food boxes on Wednesdays from 12:30 pm to 5:30 pm and Thursdays from 11:00 am to 4:00 pm, as well as emergency food boxes to walk-ins and referrals from Town and City Welfare offices and other agencies. Each box provides approximately three meals per day for three days for each family member. In 2011 TCK provided additional meals through our Kids Initiative which provides 2-4 extra meals for children under the age of 19. Computerized and handwritten records are kept of family names, number of people, street addresses, income and age. Each family or individual coming in for the first time must fill out a form required by the USDA, and provide back-up documentation for all of the above information. Almost 70% of the food for this program is donated, and an average of 739 volunteer hours each month, are donated by community members to ensure the success of the program.

Hot meals are served Monday through Friday from 5:00 to 6:30 pm at our Mechanic Street location. Meals are prepared by a volunteer crew under the supervision of the Hot Meals Coordinator. Menus are planned after donated food is picked up at supermarkets, restaurants and bakeries. Meals consisting of a meat entrée and a vegetarian/vegan entrée, tossed salad, (3) vegetables, fruit, bread, (2) soups, dessert and beverages are served by volunteers. Although no funding is being requested for this program, the information is being provided for you. On Sunday from 12:00 to 1:30, a light lunch of soup/entrée, bread, dessert and beverages is served.

**3. a) Number of clients served 01/01/12 to 08/31/12 at the Pantry:**

# Unduplicated individuals: 3079

**b) Number of those who were Marlow residents:**

# Unduplicated individuals: 18

# Unduplicated households: 7



- c) Number of above Marlow clients served who were under age 19: 8**
- d) Number of above Marlow clients served who were over age 59: 2**
- e) Number of Pantry boxes distributed 01/01/12 to 08/31/12: 17,730**
- f) Number of those Pantry boxes distributed to Marlow residents: 101**
- g) Number of meals in pantry boxes distributed 01/01/12 to 08/31/12:**  
326,493
- h) Number of those meals in pantry boxes distributed to Marlow residents: 1,908**
- i) Estimated dollar cost, \$105.50 per client served:**  
Calculated using \$324,813 total cash expenses and 3,079 unduplicated Guests.
- j) Estimated dollar cost, per meal served: \$0.99**  
Calculated using \$324,813 total cash expenses and 326,493 total meals
- k) Cost to Community Kitchen of pantry meals provided to Marlow residents, at \$0.99 per meal through 08/30/12: \$1,888.92**
- l) Percentage of total pantry box meals provided to residents of Marlow: 0.58%**

Please note that the numbers provided on this page are actual numbers for January through August only.

Traditionally, The Community Kitchen experiences a tremendous increase in both the number of families served and the number of meals distributed in November and December, due to Thanksgiving and Christmas holidays, cold weather and fuel bills. It is anticipated that at the end of the year over 36,000 pantry boxes will have been distributed in total.

The amount of reimbursement we have requested is based on the actual number for the first three quarters of the year and an estimate of the fourth quarter added together.